



# Memorandum

**Date:** October 28, 2021  
**To:** Southern Nevada District Board of Health  
**From:** **Fermin Leguen, MD, MPH, District Health Officer** *FL*  
**Cortland Lohff, MD, MPH, Director of Primary & Preventive Care** *Will Lohff*

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**RE: Primary & Preventive Care Division Monthly Report – September 2021**

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## I. Immunization Program

### A. Immunization Program Activities

1. There were 42 reminder calls made to parents/guardians of children 2-35 months who are not up to date with their immunization in the month of September.
2. Reminder calls were made to individuals who were not complete with their human papillomavirus vaccine (HPV) series. Education was provided on the importance of series completion. A total of 490 records reviewed and 218 calls attempted/made. Individuals without a medical home were offered an appointment at the Health District to complete his/her HPV series.
3. A total of 300 doses of COVID-19 vaccines were administered with routine vaccine during the month of September.
4. Flu vaccine was offered to the public on Tuesday, September 14, 2021. A total of 1141 doses of flu vaccine were administered.

### B. Immunization Outreach Activities

1. A flu clinic was held at Bob Price Community Center on September 25, 2021. Clients received 28 flu vaccines at the event.
2. There were 5 encampment / homeless clinics conducted in partnership with Help of Southern Nevada and Harm Reduction Program. A total of 141 clients were seen in September 2021. Ninety-Five clients received flu vaccines and additional adult vaccinations such as Hepatitis A, Hepatitis B, Tdap and Zoster.
3. Staff administered flu and Covid vaccines at CCDC North Valley Campus in partnership with MCH nurses. A total of 112 clients were seen and 94 clients received the flu vaccines.

## II. COVID-19 Vaccine Campaign

### A. Community COVID-19 Vaccine Clinics

1. There were 345 SNHD clinics conducted that administered 5,824 doses.
2. There were 34 community partner clinics conducted that administered 371 doses.

### B. COVID Vaccine Healthcare Provider Visits

1. There were 6 compliance visits and 7 new provider trainings conducted.
2. There were 9 contacts with potential providers.
3. There were 50 follow ups (emails, phone calls, etc).

### **III. Community Health Nursing**

#### **A. Maternal Child Health**

1. There was one new reported childhood lead cases for the month of September.
2. There were two new referrals for the Newborn Screening Program that required follow-up by the field nurse.

#### **B. Nurse Family Partnership (NFP)**

The Southern Nevada Health District's Nurse-Family Partnership (NFP) has 131 active clients. 41 are participating through the Maternal, Infant and Early Childhood Home Visiting (MIECHV) Program made available through the Nevada Division of Public and Behavioral Health under the Affordable Care Act (ACA) and are served by two Nurse Home Visitors.

There are eleven Nurse Home Visitors at present. Four are part of the expansion team. Two members of this team began employment in September and are beginning their NFP training.

The Nurse Home Visitors continue to enroll and engage clients to meet NFP program goals through telephone, video, and home visits. The team is collaborating with various community partners to provide referrals to families for essential services. Significant program outreach is occurring to reach women eligible for the program.

#### **C. Embracing Healthy Baby**

The Southern Nevada Health District's Embracing Healthy Baby Program Community Health Workers (CHWs) are managing cases with minimal guidance from the program Community Health Nurse. Telephone or virtual visits continue with enrolled families as well as home visits. Education and referrals to needed services continue to be provided to families. The program has served 103 families since enrollment began in January 2020.

September outreach included Northwest Career College; Women's Health Associates of Southern Nevada at Smoke Ranch; Desert Pediatrics; Desert Rose High School; Clark County School District Adult Education St. Louise; Goodwill of Southern Nevada; Complete Medical Center; Beacon Academy; Valley High School; Nevada Learning Academy; Rancho High School; Mojave High School; Cheyenne High School; Western High School; Veterans Tribute; Foundation for an Independent Tomorrow; Mountain View Pediatrics; Sunrise Mountain High School; Cristo Rey St. Viator High School; Desert Pines High School; Global Community High School; and Mission High School.

### **IV. Tuberculosis Clinic**

- A. There was four new active adult TB case reported by the TB Clinic during this period. There was no new pediatric active TB case reported by the TB Clinic during this period.
- B. The Refugee Health Program served 44 adults in September.

### **V. Employee Health Nurse**

- A. Chris Mariano is temporarily filling the Employee Health Nurse position. The position is currently in the recruitment process.

- B. There were 121 SNHD employees tested for COVID-19 in September. This includes 66 PCR tests and 64 Rapid tests. Six employees tested with positive results.
- C. Twenty-six employee Annual and New Hire Tuberculosis tests were conducted.
- D. There were no new employee Blood Borne Pathogen or TB exposure cases for September.

**VI. Preventive Services Administration**

- A. Clinical Services Division continues to retain Nevada State Board of Nursing approval to provide Continuing Education credits for SNHD Nursing staff. There were no CEU's offered in September.

Attachments: September 2021 Statistical Report

**CLINICAL SERVICES DIVISION**  
**MONTHLY REPORT**  
**September 2021**

**Clinical Services Client Encounters by Locations**

Location	DECATUR PHC	ELV PHC	Hend PHC	Mesquite PHC	Laughlin	Mobile Clinic	Homeless Outreach	Targeted Populations	TOTAL
Immunization	1,626	768	286	77	0	28	147	37	2,969
Immunization Records Issued	554	137	28	0					719
Newborn Metabolic Screening	1	0	0	0					1
TB Treatment & Control	842								842
SAPTA Services								26	26
<b>TOTAL</b>	<b>3,023</b>	<b>905</b>	<b>314</b>	<b>77</b>	<b>0</b>	<b>28</b>	<b>147</b>	<b>63</b>	<b>4,557</b>

**Clinical Services Client Encounters by Program**

Program	Sept 2020	Sept 2021		FY 20-21	FY 21-22	
Immunizations	3,275	2,969	↓	9,089	13,556	↑
Immunization Records Issued	265	719	↑	1,514	3,684	↑
COVID-19 Vaccines Given*	0	7,393	↑	786,190	22,960	↓
Newborn Met. Screening	2	1	↓	4	2	↓
TB Treatment & Control	749	842	↑	2,549	2,476	↓
SAPTA Services	40	26	↓	74	57	↓
<b>TOTAL</b>	<b>4,331</b>	<b>11,950</b>	<b>↑</b>	<b>799,420</b>	<b>42,735</b>	<b>↓</b>

\*Funded by COVID Grant Funds

### Clinical Services Immunization Program

Immunizations	Sept 2020	Sept 2021		FY 20-21	FY 21-22	
Flu Vaccine Given	2,027	1,141	↓	2,027	1,141	↓
Gratis	146	142	↓	379	856	↑
COVID Vaccine*	n/a	300	↓	n/a	1,544	↓

\*Given by Immunization Clinics

Vaccines for Children (VFC)*	Sept 2020	Sept 2021		FY 20-21	FY 21-22	
Number of VFC Compliance Visits	8	14	↑	29	18	↓
Number of IQIP Visits*	0	0	→	0	0	→
Number of Follow Up Contacts	119	59	↓	248	121	↓
Number of Annual Provider Training	0	9	↑	10	11	↑
Number of State Requested Visits	149	149	→	422	265	↓

Perinatal Hepatitis B	Sept 2020	Sept 2021		FY 20-21	FY 21-22	
# of Expectant Women	22	21	↓	23	50	↑
# of Infants	73	76	↑	84	232	↑
Total # of Infants Delivered	3	4	↑	3	11	↑
New Cases	1	6	↑	12	15	↑
Closed Cases	11	13	↑	27	13	↓

Childcare Program*	Sept 2020	Sept 2021		FY 20-21	FY 21-22	
Childcare Audits	2	12	↑	3	12	↑
Baseline Immunization Rate	62%	70%	↑	68%	70%	↑
# of Re-Audits	0	1	↑	1	11	↑
Re-Audit Immunization Rate	n/a	97%	↓	91%	95%	↑
# of Records Reviewed	151	930	↑	220	930	↑

**Clinical Services Community Health Program**

	Sept 2020	Sept 2021		FY 20-21	FY 21-22	
<b>Nursing Field Services</b>						
MCH Team Home Visit Encounters	9	11	↑	28	39	↑

	Sept 2020	Sept 2021		FY 20-21	FY 21-22	
<b>NFP</b>						
Referrals	9	13	↑	31	44	↑
Enrolled	4	13	↑	14	29	↑
Active	165	131	↓			

	Sept 2020	Sept 2021		FY 20-21	FY 21-22	
<b>MCH</b>						
# of Referrals Received**	6	5	↓	14	9	↓
# from CPS*	1	2	↑	3	3	→
# of Lead Referrals	2	1	↓	3	1	↓
# of Total Admissions	1	1	→	5	3	↓

	Sept 2020	Sept 2021		FY 20-21	FY 21-22	
<b>EHB</b>						
Referrals	11	19	↑	17	36	↑
Enrolled	11	11	→	18	22	↑
Active	31	42	↑			

	Sept 2020	Sept 2021		FY 20-21	FY 21-22	
<b>Thrive by 0 - 3</b>						
Referrals	117	87	↓	202	263	↑
Enrolled	7	3	↓	15	5	↓
Active	18	17	↓			

**Clinical Services Tuberculosis Program**

Tuberculosis	Sept 2020	Sept 2021		FY 20-21	FY 21-22	
Number of Case Management Activities*	129	219	↑	481	553	↑
Number of Monthly Pulmonary Specialist Clinic Clients Seen	25	18	↓	74	66	↓
Number of Monthly Electronic Disease Notifications Clinic Clients (Class B)	0	14	↑	1	21	↑
Outreach Activities during the Month - Presentations, Physician Visits, Correctional Visits, etc.	0	0	→	0	0	→
Directly Observed Therapy (DOT) Field, clinic and televideo encounters	595	599	↑	1,990	1,831	↓

\*New EMR system- Counting only successful activities.

Substance Abuse Prevention & Treatment Agency (SAPTA)	Sept 2020	Sept 2021		FY 20-21	FY 21-22	
# of Site Visits	2	3	↑	5	6	↑
# of Clients Screened	40	26	↓	74	57	↓
# of TB Tests	32	19	↓	63	50	↓
# of Assessments only	8	7	↓	11	7	↓



## **Primary & Preventive Care FQHC Monthly Report – September 2021**

Division Information/Highlights: The Southern Nevada Community Health Center, a division of the Southern Nevada Health District, mission is to serve residents of Clark County from underserved communities with appropriate and comprehensive outpatient health and wellness services, emphasizing prevention and education in a culturally respectful environment regardless of the patient's ability to pay.

### **September Highlights:**

- **Response to COVID-19**
  - Collecting data from FQHC partners for point of care (POC) testing
  - Project Manager for FEMA NCS grant
  - COVID-19 Vaccination Campaign
- **Administrative**
  - Service Area Competition Grant was awarded for next 3 years. (Noncompeting Continuation was approved through January of 2023)

### **COVID-19 Vaccine Clinic Facility: COVID-19 Response**

- 1) NCS Facility was converted into a Health Center COVID-19 vaccination clinic on 5/3/2021.
  - a. Through September 2021, the health center has administered 20,420 COVID-19 vaccinations.

### **I. HIV / Ryan White Care Program**

- A. The HIV/Medical Case Management (MCM) program received 26 referrals between September 1<sup>st</sup> through September 30<sup>th</sup>. There were 2 pediatric clients referred to the program this month. The program received 1 referral for pregnant women living with HIV during this time.
- B. The Ryan White ambulatory clinic had a total of 266 visits: There were 19 initial provider visits, 117 established provider visits, 7 tele-visits, 14 nurse visits and 116 lab visits in the month of September.
- C. The Ryan White clinic continues to implement the Rapid stART project, which has a goal of rapid treatment initiation for newly diagnosed patients with HIV. The program continues to receive referrals and accommodate clients on a walk-in basis. Ten clients were seen under the Rapid StART program in the month of September.
- D. The Mental health APRN continues to serve clients and provide screening for mental health conditions at SNCHC. Among clients serviced in September, 12 clients were seen under Ryan White program. The Licensed Social worker continues to see clients for mental health therapy at SNCHC. Among clients seen in September, 6 clients were seen under the Ryan White program.





- E. The Ryan White program dietitian continues to provide medical nutritional therapy to clients. A total of 4 clients were seen under the Ryan White program and screened for nutrition services in September.
- F. The Ryan White APRN attended the RWHAP Clinic Conference on September 17<sup>th</sup>. The HIV Practitioners discussed challenges in antiretroviral therapy, preexposure prophylaxis, and perinatal care and treatment. The Ryan White APRN also attended a HIV and Ageing webinar on September 1, 2021.

## II. Sexual Health Clinic

- A. The clinic provided services provided 1,148 unique services to 808 unduplicated patients for the month of September.
- B. The Sexual Health Clinic (SHC) is participating in three Learning Collaboratives under the Ending the HIV Epidemic efforts : 1) Community-wide Rapid stART Program through the Ryan White Part A grant recipient with the goal of decreasing the time from HIV diagnosis to treatment initiation and 2) STD Specialty Clinic Learning Community through the University of Washington's Prevention Training Center with the goal of scaling up HIV preventive services in STD specialty clinics 3) NASTAD's TelePrEP Learning Collaborative: Cohort 2 which provides technical assistance from peers and subject matter experts to increase the uptake of tele PrEP programs.
- C. The SHC offers sexually transmitted infection (STI) screening and treatment, HIV pre-exposure prophylaxis (PrEP), non-occupational post-exposure prophylaxis (nPEP) services, and referral to primary care and support services. Services include screening for sexually transmitted infections, treatment and referral to a disease investigator for partner investigation. New HIV diagnosis are immediately referred to the Health Center's Rapid stART clinic.
- D. Express Testing resumed last February 15<sup>th</sup> in SHC. Express Testing is a collaborative service between SHC and Office of Disease Surveillance to screen asymptomatic patients for STI without the full clinic visit. This has significantly enhanced the clinic's ability to provide more STI screening services to our community.
- E. SHC staffs attended training on Safe Talk (suicide prevention) and updates to Expedited Partner Therapy (EPT) policy. SHC staff is assigned to the Congenital Syphilis Review Board (CSR) Team and attended the first CSR Core Team Meeting in September.
- F. SHC welcomed one new Community Health Nurse who filled a vacant position.

## III. Family Planning (FP)

- A. FP Program services at East Las Vegas and Decatur Public Health Centers served 430 clients; 413 of them were unduplicated.



- B. The East Las Vegas Family Planning Clinic served 158 clients; 154 of them were unduplicated.
- C. The Decatur Family Planning Clinic served 272 clients; 259 of them were unduplicated.

**IV. Family Healthcare Center**

- A. The Family Healthcare Clinic saw 316 patients in the month of September 2021.
- B. Twenty-two patients were under the age of 18.
- C. One child was from the Refugee Health Clinic.

**V. Pharmacy Services**

- A. Dispensed 1,332 prescriptions for 1057 clients.
- B. Assessed/counseled 40 clients in clinics.
- C. Assisted 4 clients to obtain medication financial assistance.
- D. Assisted 5 clients with insurance approvals.

**VI. Eligibility Case Narrative and Eligibility Monthly Report**

Eligibility Monthly Report		
September 2021		
Total number of referrals received	47	
Total number of applications submitted	Medicaid/SNAP/TANF: 28	Hardship: 1

- Eligibility support continues to increase with new operational adjustments.
  - Eligibility applications are being facilitated at the front desks of both clinic sites, at mobile clinic events, and in the COVID-19 vaccine clinic.
- Since January 225/474 or 47.46% Conversion of referrals to applications successfully accepted and processed
  - Eligibility services production = Jan – 17/57; Feb – 20/42; Mar – 19/59; Apr – 28/58; May – 25/75; Jun – 31/47; Jul 27/44; Aug – 29/45; Sept – 29/47

**VII. Refugee Health Program**

- A. The Refugee Health Program served 44 adults and 24 children in September.

**VIII. Quality & Risk Management:**

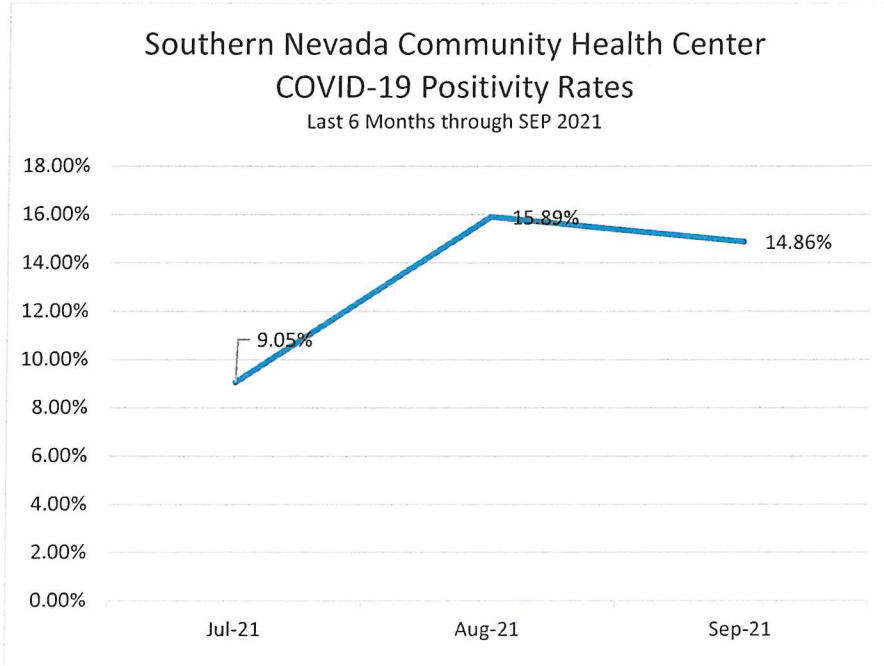
**Quality  
COVID-19 Testing**

5,564 COVID-19 Tests were conducted in September 2021. In total, the Health Center completed 62,443 COVID-19 tests since testing began April 2020.

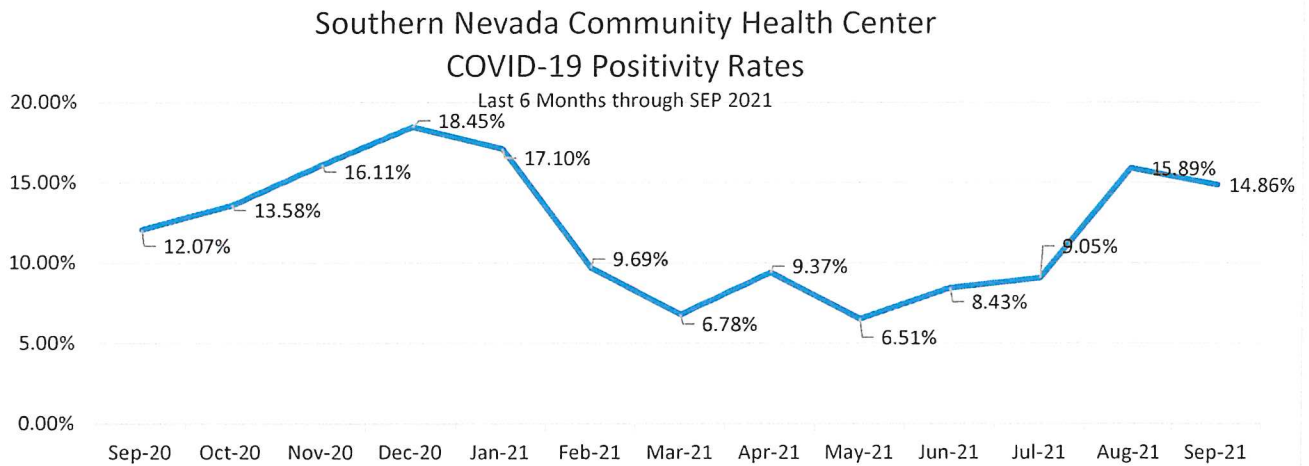
The Health Center and the Southern Nevada Health District continue to remind those who are sick to stay home and if they have been in contact with a person who has COVID-19 or



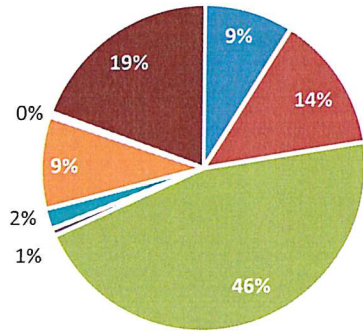
think they have been exposed, they should get tested. The Health Center and Health District also encourage those who are medically appropriate to get the COVID-19 vaccine.



Over the last quarter, there was an average positivity rate of 13.27%, and an average positivity rate of 12.15% for the last 12 months.

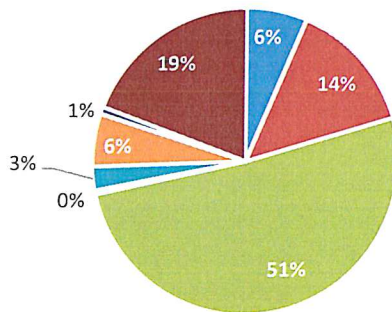


Southern Nevada Community Health Center  
 COVID-19 Testing by Race and Ethnicity (Negative Result)  
 SEP 2021



- Asian
- Black/African American
- Hispanic
- Native American
- Native Hawaiian/Pacific Islander
- Other
- Unknown
- White/Caucasian

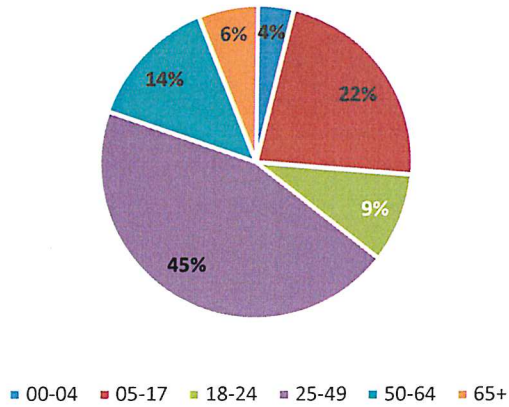
Southern Nevada Community Health Center  
 COVID-19 Testing by Race and Ethnicity (Positive Result)  
 2021



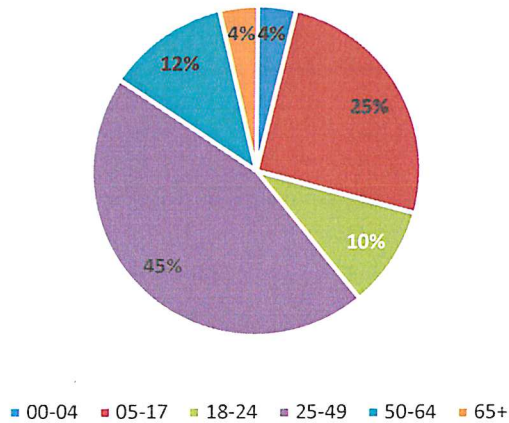
- Asian
- Black/African American
- Hispanic
- Native American
- Native Hawaiian/Pacific Islander
- Other
- Unknown
- White/Caucasian



Southern Nevada Community Health Center  
COVID-19 Testing by Age Group (Negative Result)  
SEP 2021



Southern Nevada Community Health Center  
COVID-19 Testing by Age Group (Positive Result)  
SEP 2021



### COVID-19 Vaccine Program

The Southern Nevada Community Health Center began administering COVID-19 Vaccine on May 3, 2021 as part of HRSA's COVID-19 Vaccine Program. The vaccine site is located at the Southern Nevada Health District main location in the South Parking Lot.

From May 3, 2021 to September 30, 2021, the Health Center has administered 21,163 doses of COVID-19 Vaccine.

In September, SNCHC's vaccine clinic administered 2590 doses of COVID-19 vaccine as follows:



- First Doses: 588
  - Moderna: 138
  - Pfizer: 450
- Second Doses: 1,532
  - Moderna: 370
  - Pfizer: 721
  - Janssen: 441
- Third Doses: 172
  - Moderna: 56
  - Pfizer: 116
- Booster Doses: 298
  - Moderna:
  - Pfizer: 298

### **Telehealth**

The Health Center saw 86 patients via telehealth, which equates to 9.1% of the patients that were seen in our clinics.

The Health Center implemented telehealth following the need for modified clinic operations as we continue to navigate the COVID-19 pandemic. The goal of the Health Center is to continue fulfilling its mission to provide safe, quality healthcare to the community amid the COVID-19 public health emergency. Health Center patients are seen by providers via audio (telephone) and video via Healow, an app by eClinicalWorks. When medically appropriate, telehealth will continue to be offered, even following the COVID-19 pandemic.

### **Health Center Visits**

Of scheduled patients, 66.75% kept their appointments. There was a 7.59% cancellation rate and a 25.66% no-show rate.

## **Risk Management**

### **Health Insurance Portability and Accountability Act (HIPAA)**

There were no HIPAA breaches at the Health Center in September.

### **Exposure Incidents**

There was no exposure incident at the Health Center in September.

### **Medical Events**

There were no medical events at the Health Center in September.

### **Patient Satisfaction**

The Health Center received generally favorable responses from survey participants when asked about ease of scheduling an appointment, wait time to see their provider, care received from providers and staff, understanding of health care instructions following their visit, hours of operation, and recommendation of the Health Center to friends and family.

Please see the complete patient satisfaction survey reports attached.

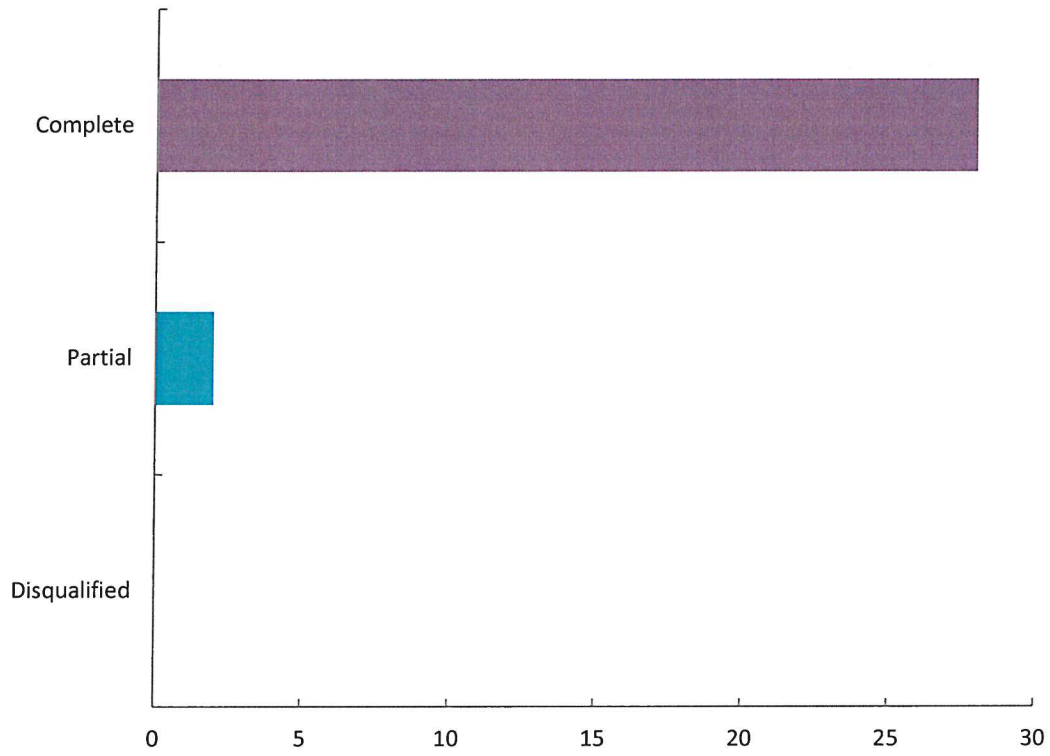


# **Report for Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey**

Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey



## Response Statistics

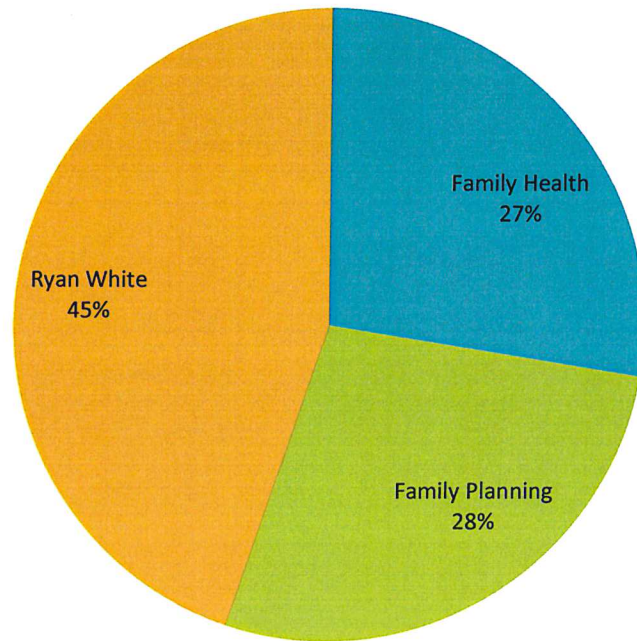


	Count	Percent
Complete	28	93.3
Partial	2	6.7
Disqualified	0	0
Totals	30	





## 1. Service received during your visit



Value	Percent	Count
Family Health	27.6%	8
Family Planning	27.6%	8
Ryan White	44.8%	13
	Totals	29



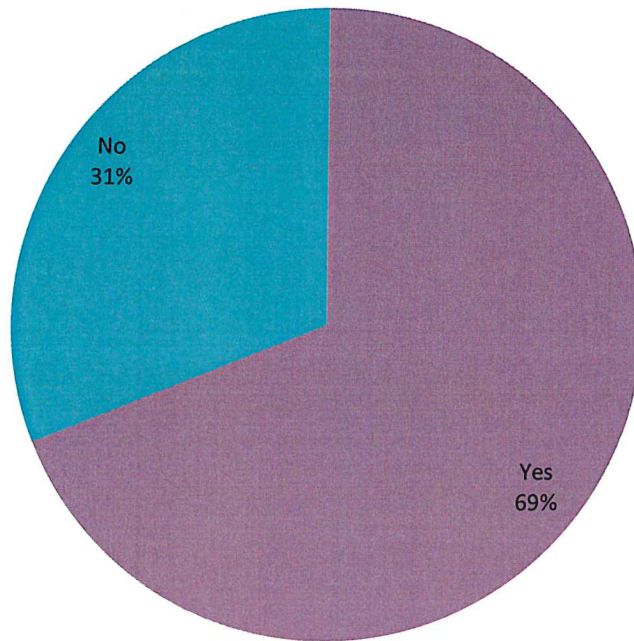
## 2.Southern Nevada Health District (SNHD) location



Value	Percent	Count
Main - 280 S Decatur Blvd	100.0%	29
	Totals	29



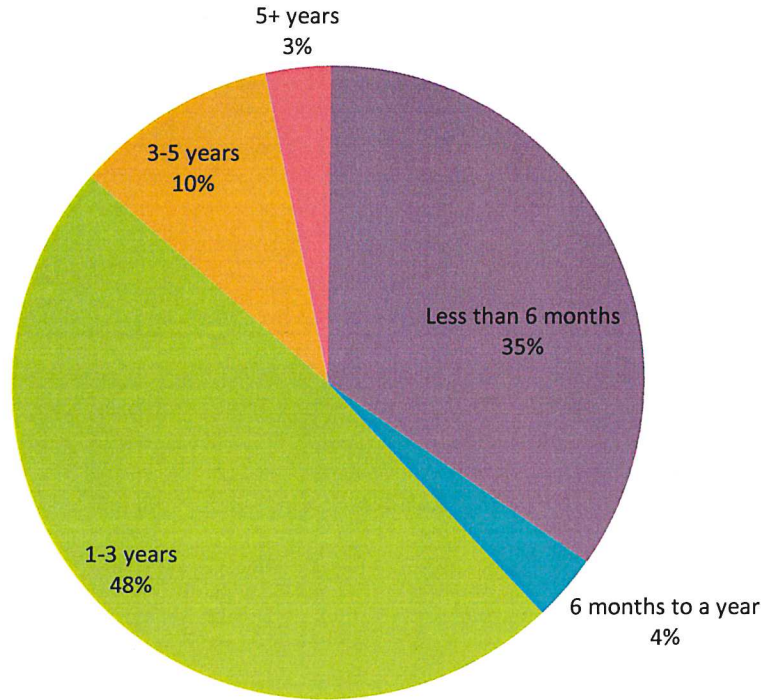
### 3. Do you have health insurance?



Value	Percent	Count
Yes	69.0%	20
No	31.0%	9
	Totals	29



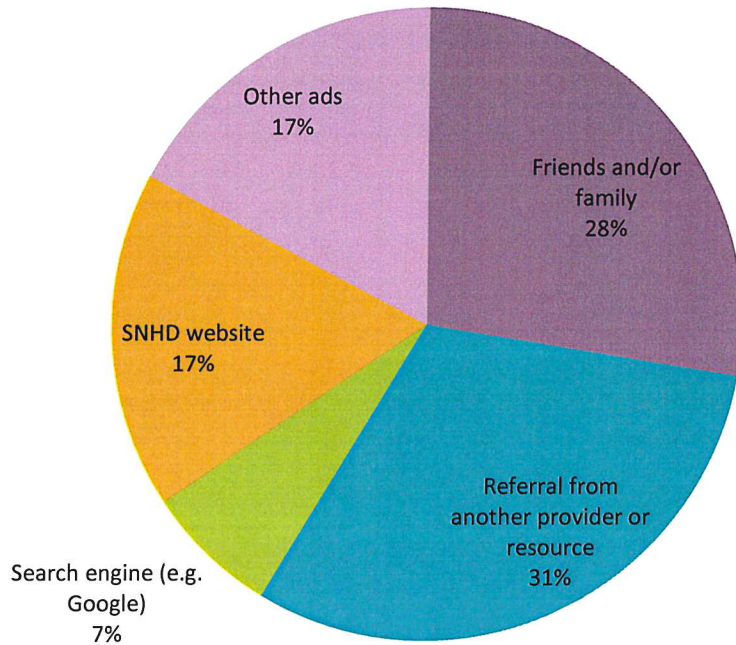
**4. How long have you been a patient at the Southern Nevada Health District/Southern Nevada Community Health Center?**



Value	Percent	Count
Less than 6 months	34.5%	10
6 months to a year	3.4%	1
1-3 years	48.3%	14
3-5 years	10.3%	3
5+ years	3.4%	1
	Totals	29



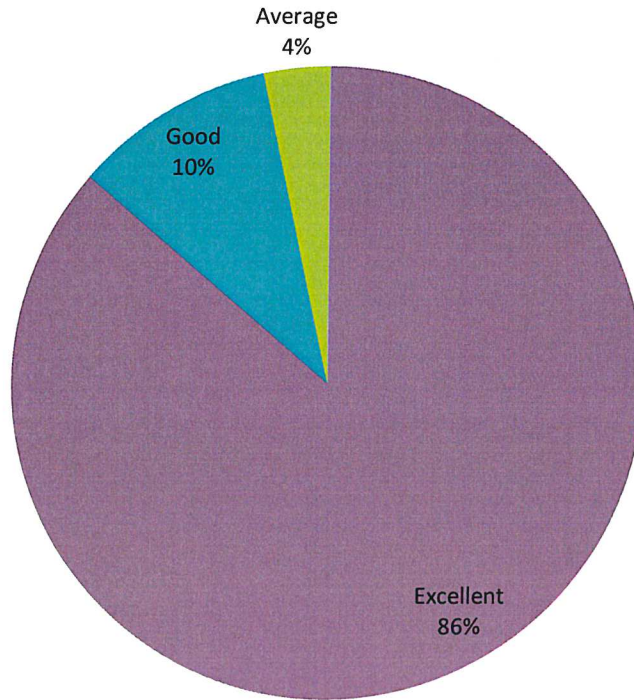
5.How did you hear about us?



Value	Percent	Count
Friends and/or family	27.6%	8
Referral from another provider or resource	31.0%	9
Search engine (e.g. Google)	6.9%	2
SNHD website	17.2%	5
Other ads	17.2%	5
	Totals	29



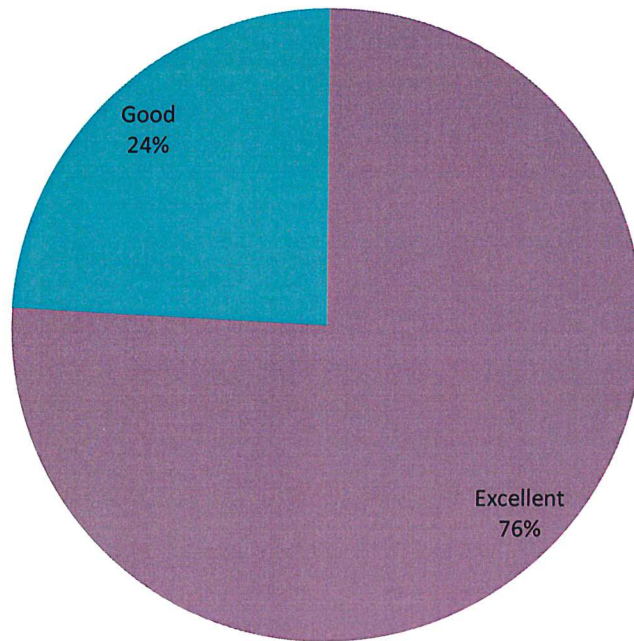
### 6.Ease of scheduling an appointment



Value	Percent	Count
Excellent	86.2%	25
Good	10.3%	3
Average	3.4%	1
	Totals	29



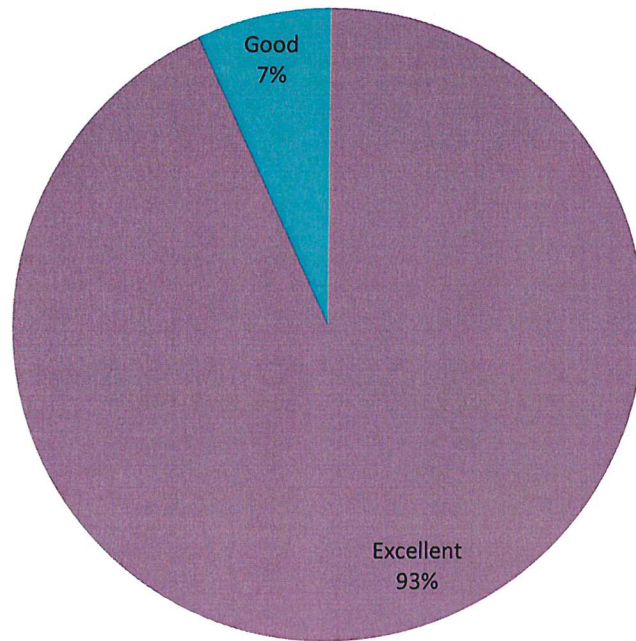
## 7.Wait time to see provider



Value	Percent	Count
Excellent	75.9%	22
Good	24.1%	7
	Totals	29



### 8.Care received from providers and staff

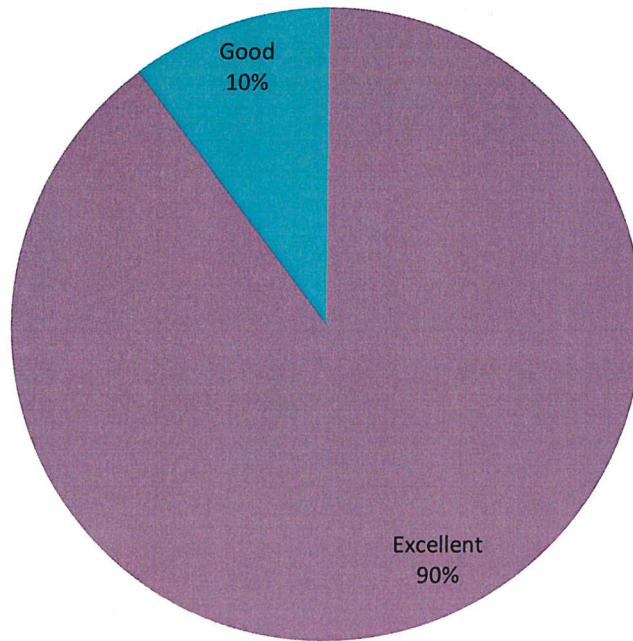


Value	Percent	Count
Excellent	93.1%	27
Good	6.9%	2
	Totals	29





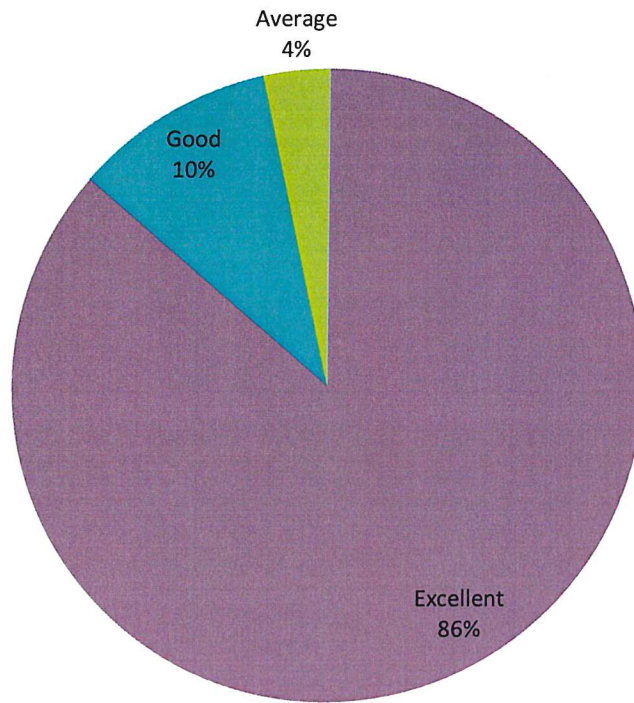
### 9. Understanding of health care instructions following your visit



Value	Percent	Count
Excellent	89.7%	26
Good	10.3%	3
	Totals	29



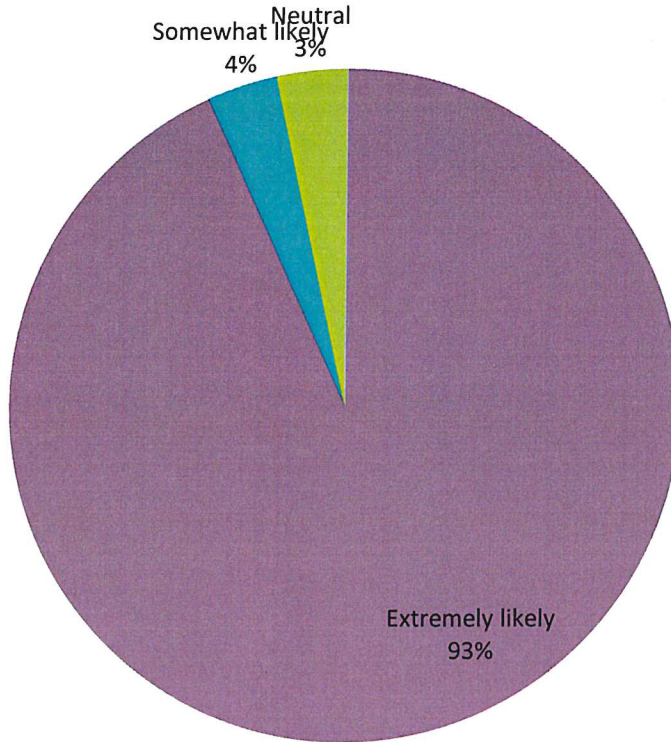
### 10.Hours of operation



Value	Percent	Count
Excellent	86.2%	25
Good	10.3%	3
Average	3.4%	1
	Totals	29



### 11.Recommendation of our health center to friends and family



Value	Percent	Count
Extremely likely	93.1%	27
Somewhat likely	3.4%	1
Neutral	3.4%	1
	Totals	29



## Health Center Visit Report Summary: September 2021

Southern Nevada Community Health Center	Provider Visits		Cancelled Visits		No Show Visits		Telehealth Visits			Total Scheduled Patients	
	Count	Percentage	Count	Percentage	Count	Percentage	Audio Visit	Televisit	Total Visits	Count	Percentage
Family Health Clinic	310	32.98%	55	3.63%	159	10.49%	55	9	64	588	38.79%
Family Planning Clinic	295	31.38%	14	.92%	116	7.65%	0	1	1	426	28.10%
Refugee Clinic	68	7.23%	2	.13%	24	1.58%	0	0	0	94	6.20%
Asian White	267	28.40%	44	2.90%	90	5.94%	0	7	7	408	26.91%
<b>Totals</b>	<b>940</b>	<b>100.00%</b>	<b>115</b>	<b>7.59%</b>	<b>389</b>	<b>25.66%</b>	<b>55</b>	<b>17</b>	<b>72</b>	<b>1516</b>	<b>100.00%</b>

Percent of scheduled patients who cancelled	7.59%
Percent of scheduled patients who no showed	25.66%
Percent of scheduled patients who cancelled and no showed	33.25%

Attachments: September 2021 Quality Report  
September 2021 Stats Report

### Primary & Preventive Care FQHC Monthly Report – July 2021

Academic Affairs-Interns/Clinical Rotations (Students/Residents/Fellows)	September 2021	Fiscal YTD
Total Number of Interns and Clinical Rotations	10	10
Approximate Internship and Clinical Rotation Hours	680	1,760